

NETWORK COORDINATOR ASSOCIATE

Milwaukee Water Works

NOTE: The eligible list resulting from this examination may be used to fill similar City of Milwaukee positions.

PURPOSE: Under the direction of the Network Manager, the Network Coordinator Associate assists in the development and support of the Milwaukee Water Works' local area networks, office automation, and server-based application systems, which support critical activities such as billing and customer service.

ESSENTIAL FUNCTIONS:

- Assists in the management, administration, configuration, operation, and support of network operating systems, infrastructure, servers, and network clients to ensure availability and security of local area network (LAN)/wide area network (WAN)/Internet/Intranet services to authorized users.
- Identifies, troubleshoots, and resolves problems with network systems and infrastructure, office automation systems, and related hardware.
- Assists with the documentation of Water Works networks, procedures, standards, and systems configuration.
- Serves as the primary contact to receive, log, track, and escalate problem reports and technology-enhancement requests.
- Maintains inventory and warranty records for network and computer equipment, software, and peripherals.
- Schedules warranty repairs of network and computer equipment and peripherals as needed.
- Develops and tests new systems and applications for both mainframe and client server applications.
- Performs other job-related tasks as assigned.

CONDITIONS OF EMPLOYMENT:

The Network Coordinator Associate must be willing and able to respond to technical emergencies during non-standard hours.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Bachelor's Degree in information technology, computer science, mathematics, business administration or closely related field from an accredited college or university. **NOTE:** Copies of transcripts should be submitted with application or sent to staffinginfo@milwaukee.gov or the City of Milwaukee, Department of Employee Relations, Box NWCA, 200 E Wells St, Room 706, Milwaukee, WI 53202. (Student copies are acceptable.)
2. Two years of experience providing technical support services at both the file server and end-user levels in a local area network environment or performing other duties related to this position.

Equivalent combinations of training and experience may also be considered. For example, a related Associate's Degree plus two years of experience as described above may be substituted for the Bachelor's Degree requirement.

3. Valid Wisconsin driver's license at time of appointment and throughout employment.
4. Residency in the City of Milwaukee within six months of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:

- Experience with Norton Ghost™ software.
- Experience with Symantec Backup Exec software.
- Experience developing and supporting applications in Microsoft Excel and Access.
- Database administration experience, preferably Oracle.
- Experience supporting geographic information systems (GIS), particularly Bentley MicroStation and ESRI GIS.
- Microsoft Certified Systems Engineer (MCSE), Microsoft Certified IT Professional (MCITP), or a related certification.
- Experience with VMware vSphere™ software.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Knowledge of network operating systems (e.g., Microsoft Windows Server 2003, Windows Server 2008, AIX, UNIX, and Linux).
- Knowledge of PC operating systems (e.g., Microsoft Windows XP, Windows Vista, and Windows 7).
- Knowledge of standard office applications, including spreadsheet, database management, and presentation programs.
- Knowledge of networking concepts, technologies, and practices, such as ghosting, antivirus strategies, corporate backup procedures, and TCP/IP protocol.
- Knowledge of geographic information systems.
- Ability to research and resolve technical problems using the Internet.
- Ability to write clear instructions and documentation.
- Oral communication skills.
- Interpersonal and customer service skills.
- Analytical and problem-solving skills.
- Planning, organizational, and time management skills.
- Self-directed and able to exercise sound judgment.
- Honesty and integrity.
- Ability to lift and move computer hardware and accessories weighing up to 35 lbs.

THE CURRENT SALARY RANGE (SG 04) IS: \$44,194-\$61,871 annually with excellent benefits. Recruitment is at the beginning of the salary range.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **DECEMBER 2, 2011**. *Receipt of applications may be discontinued at any time after this date without prior notice, however, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time and place of the examination.*

APPLICATIONS and further information may be obtained in person or via mail from the City of Milwaukee Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202-3554, from www.milwaukee.gov/jobs, or by calling 414.286.3751.